

Google IT Support Professional Certificate

This program is designed to take beginner learners to job readiness in 8-12 months.

COURSE	OVERVIEW	KEY TOPICS
Course 1: Technical Support Fundamentals	<p>In this course, you'll be introduced to the world of Information Technology, or IT. This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, and job-related skills. You'll also learn about the history of computers, and the pioneers who shaped the world of computing that we know today. This course covers a wide variety of topics in IT that are designed to give you an overview of what's to come in this IT Support Professional Certificate.</p>	<ul style="list-style-type: none"> • Introduction to IT • Hardware • Operating System • Networking • Software • Troubleshooting
Course 2: The Bits and Bytes of Computer Networking	<p>This course is designed to provide a full overview of computer networking. In this course, we'll cover everything from the fundamentals of modern networking technologies and protocols to practical applications and network troubleshooting.</p>	<ul style="list-style-type: none"> • Introduction to Networking • The Network Layer • The Transport and Application Layers • Networking Services • Connecting to the Internet • Troubleshooting and the Future of Networking
Course 3: Operating Systems and You: Becoming a Power User	<p>In this course, you'll learn how to use the major operating systems, Windows and Linux, which are a core component of IT. Through a combination of video lectures, demonstrations, and hands-on practice, you'll learn about the main components of an operating system and how to perform critical tasks like managing software and users and configuring hardware.</p>	<ul style="list-style-type: none"> • Navigating the System • Users and Permissions • Package and Software Management • Filesystems • Process Management • Operating Systems in Practice
Course 4: System Administration and IT Infrastructure Services	<p>This course will transition you from working on a single computer to a whole fleet. Systems administration is the field of IT that's responsible for maintaining reliable computers systems in a multi-user environment. In this course, you'll learn about the infrastructure services that keep all organizations, big and small, up and running. You'll learn how to manage and configure servers, how to use industry tools to manage computers, user information, and user productivity. Finally, you'll learn how to recover your organization's IT infrastructure in the event of a disaster.</p>	<ul style="list-style-type: none"> • What is Systems Administration? • Network and Infrastructure Services • Software and Platform Services • Directory Services • Data Recovery and Backups • Final Project

Course 5: IT Security: Defense Against the Digital Darks	<p>This course covers a wide variety of IT security concepts, tools, and best practices. It introduces threats and attacks and the many ways they can show up. We'll give you some background of encryption algorithms and how they're used to safeguard data. Then, we'll dive into the three "A's" of information security: Authentication, authorization, and accounting. We'll also cover network security solutions, ranging from firewalls to Wi-Fi encryption options. The course is rounded out by putting all these elements together into a multi-layered, in-depth security architecture, followed by recommendations on how to integrate a culture of security into your organization or team.</p>	<ul style="list-style-type: none"> • Understanding Security Threats • Pelcgybtl (Cryptology) • AAA Security (Not Roadside Assistance) • Securing your Networks • Defense in Depth • Creating a Company Culture for Security
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Information in this document is from Coursera; please see [here](#) for additional information on each of the courses that comprise the Google IT Support Professional Certificate.